



2018 YEAR IN

REVIEW

CITY OF
LONG BEACH

02

WELCOME MESSAGES

Long Beach continued to thrive in 2018. More than \$3.5 billion in private development is transforming the city landscape, creating new homes and businesses citywide. The City has opened several new parks, improved streets and infrastructure through Measure A, enhanced efforts to address homelessness, and provided better, more efficient service to the entire community. This progress is being recognized as recent awards for technology, equality, housing, city planning, sustainability, and economic development clearly show. Please take a few minutes to read the Year in Review to see how Long Beach moved forward this year.

Robert Garcia
Mayor

Long Beach continues to experience success on many fronts, and the world is beginning to take notice. Not only are we attracting significant private sector investment, we are growing small businesses and working to develop our local workforce. We are fixing our streets and completing other infrastructure projects, while improving mobility and the "livability" of our neighborhoods. And, through technology and innovation, we are enhancing our ability to provide services to our residents. I would like to take this opportunity to revisit some of the major actions and achievements of 2018 under the leadership of the Mayor and City Council.

Patrick H. West
City Manager



QUICK STATS 2018

72,000 calls for service responded to by the Fire Department (daily average of 197)

208,000 calls for service responded to by the Police Department (daily average of 570)

1 million patrons served in libraries, with 1.3 million items checked out

1.2 million square feet of graffiti abated

22,000 trees trimmed

30,000 potholes filled

2,030 new business licenses issued

55,000 building inspections completed, and more than **6,000** plan checks performed

185,100 tons of trash collected

58,000 customers served at the Development Services Permit Center

139 lane miles of streets rehabilitated

4 million commercial passengers passed through the Long Beach Airport

450 film permits issued, with a total of **764** production days

872,000 youth and teen participant days, and **509,000** senior participant days in Parks, Recreation and Marine Department programs

30,000 gas and water turn-on orders completed

8.8 billion cubic feet of natural gas delivered to residential, commercial, and industrial customers, with **103,000** service orders completed by the Energy Resources Department

20,800 requests to remove illegally dumped items completed

10.1 million barrels of oil produced in Long Beach

230,000 customer calls, **596,500** contacts through the online service portal, **12,625** email responses by Call Center/Utility Services

1,035 individuals experiencing homelessness were provided permanent housing

4.5

MINUTES

AVERAGE RESPONSE TIME
TO POLICE PRIORITY ONE
CALLS - ONE OF THE FASTEST
FOR ANY LARGE CITY IN THE
UNITED STATES

26

MILES OF
SIDEWALK
REPLACED

9,172

TONS OF DEBRIS

THAT WOULD HAVE GONE
IN THE OCEAN WERE
COLLECTED BY STREET
SWEEPERS

04

AWARDS & DISTINCTIONS

The City of Long Beach strives for excellence in all aspects of service, and has been recognized as a world-class municipality by esteemed institutions in 2018

Top 10 "Digital City" for the eighth consecutive year, recognizing the City's outstanding efforts in using technology to serve its residents and businesses

Top 25 "Best Park Systems" in the USA by the Trust for Public Lands 2017 ParkScore® Index

Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA), for the 11th consecutive year

Perfect score, plus 11 bonus points, on the Human Rights Campaign Municipal Equality Index (MEI) for Lesbian, Gay, Bisexual, and Transgender (LGBT) inclusion in municipal law and policy

Top 10 "Leading Fleet Award" for excellence in fleet management from Government Fleet Magazine

2018 Helen Putnam Award for Excellence for the City's partnership with Pow! Wow! Long Beach from the League of California Cities

Partnership for Safe Water Director's Award for the City's water distribution system from the American Water Works Association, for the fifth year in a row

Green California Summit Leadership Award for Long Beach Water Department's Certified Blue Restaurant program

Four awards from the Los Angeles Section of the American Planning Association in recognition of the City's work to create more livable, vibrant, and inclusive communities: Vacant Lot Registry Ordinance; Uptown Open Space Vision Plan; Gumbiner Park; and, 2017 In Review Trilogy (Downtown Plan Update, Planning Commission, and Cultural Heritage Commission)

Awarded five Excellence in Public Information and Communication (EPIC) Awards by the California Association of Public Information Officials (CAPIO)

TOP 25

"BEST PARK SYSTEMS"
IN THE USA BY
THE TRUST FOR
PUBLIC LANDS 2017
PARKSCORE® INDEX

TOP 10

"LEADING FLEET
AWARD" FOR
EXCELLENCE IN FLEET
MANAGEMENT FROM
GOVERNMENT FLEET
MAGAZINE



Color Block Walk—Uptown Open Space Vision Plan



Ms. Yellow Mural. Pow! Wow! Long Beach

Four awards from the Southern California Association of Governments in recognition of the City's overall excellence in sustainability for a combination of three projects that demonstrate a holistic approach to sustainable planning: Long Beach Bicycle Master Plan; Communities of Excellence (CX3) Pedestrian Master Plan; and Willow Springs Park Wetlands Restoration

Award of Excellence for Public Outreach from the L.A. Section of the American Planning Association for the Uptown Open Space Vision Plan process

Award of Excellence in Urban Design from the L.A. Section of the American Planning Association for Gumbiner Park

Award of Excellence for the Willow Springs Wetlands Restoration Project from the California Chapter of the American Planning Association

Pacific Coast Builders Conference Gold Nugget Award for "Best Renovated, Restored or Adaptive Reuse Residential Project" for Immanuel Place

Long Beach Police Department's Crime Laboratory was the first forensic laboratory worldwide to meet the International Organization for Standardization's (ISO) new requirements

2018 Centurion Award for Excellence for Community Outreach and Participation for the Senior Police Partners Program from the Peace Officers Association of Los Angeles County

Recognized as a national leader for Economic Empowerment, Inclusivity, and Legal Support of Immigrants in our community by New American Economy

TOP 10 DIGITAL CITY

FOR THE EIGHTH CONSECUTIVE YEAR,
RECOGNIZING THE CITY'S OUTSTANDING
EFFORTS IN USING TECHNOLOGY TO
SERVE ITS RESIDENTS AND BUSINESSES

Long Beach Fire Department was the first fire department in the nation to receive a three-year "Mental Health Awareness Training Grant," from the U.S. Department of Health and Human Services for its efforts to address issues surrounding homelessness and mental illness

Eight government programming STAR awards for LBTv, the City's cable channel, from the States of California & Nevada Chapter of the National Association of Telecommunications Officers and Advisors (SCAN NATOA)

Award from the National Association of County and City Health Officials for the development and implementation of Epi Academy, a program developed by the Long Beach Health Department to train a surge team to respond to various communicable disease outbreaks

Outstanding Achievement in Sustainability for Willow Springs Park Wetlands Restoration Project from the Southern California Association of Governments (SCAG)

Community Preparedness Award from Homeland Security recognizing the Ready Long Beach Preparedness and Resource Fair

06 PUBLIC SAFETY

Public Safety is a top priority in Long Beach; city staff continues efforts to prepare the community for natural disasters, while working to respond efficiently to emergencies that occur

Long Beach Police Department's Quality of Life teams made 898 contacts with individuals experiencing homelessness, resulting in temporary housing for 162 and permanent housing for 40

90% of the Emergency Communication Center's 691,000 calls were answered within 10 seconds

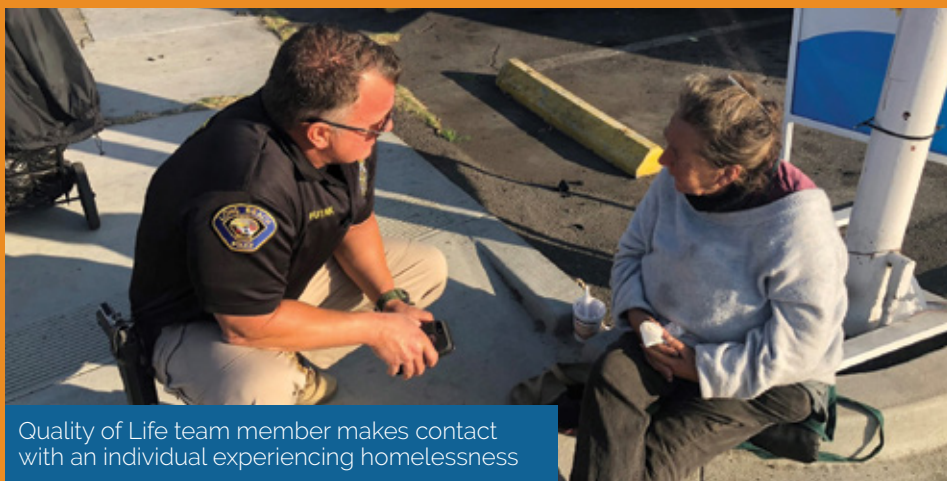
40 new Firefighters graduated from two Fire Recruit Academies in 2018

40 new Police Officers graduated from Police Academy #92

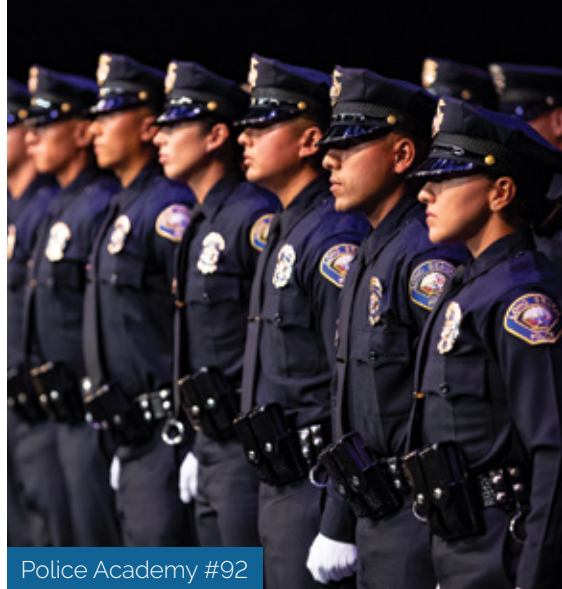
Long Beach Police Department deployed body worn cameras to North and South Division Police Officers and Sergeants

5,150 emergency calls for service were responded to by the Energy Resources Department

Approximately 3,000 people attended the Fifth Annual READY Long Beach Community Preparedness Expo to better prepare themselves for an earthquake or other disaster



Quality of Life team member makes contact with an individual experiencing homelessness



Police Academy #92

90%

OF THE EMERGENCY
COMMUNICATION
CENTER'S 691,000
CALLS WERE
ANSWERED WITHIN
10 SECONDS

155 adults received training through the Community Emergency Response Team (CERT) Program

117 fires investigated and 41 arrests made by the Arson Unit

10,000 fire prevention inspections conducted

143 residents participated in Community Police Academies, aimed at providing the public with interactive training and information on Police Department operations

Long Beach Fire Department's HEART Unit made 1,041 contacts with individuals experiencing homelessness. In 90% of these calls, HEART was able to cancel a responding fire engine, paramedic rescue, or both

Surveyed 300 miles of gas main pipelines and 22,000 service pipelines for leaks

Conducted 5,800 food safety inspections in more than 2,200 restaurants, markets, food vehicles, and special events

City staff from nine departments worked around the clock to fortify sand berms and provide protection along the Peninsula to protect homes from high surf caused by Hurricane Sergio

272 hazardous materials spills were responded to by the Health Department's Hazardous Materials unit

Long Beach Police Department seized several thousand pounds of illegal fireworks, with an estimated value of \$950,000

Inspected more than 1,500 hazardous waste generators and chemical handlers in the City

Activated and ran a shelter for 80 medically-fragile seniors displaced during the Covenant Manor incident

5,800

FOOD SAFETY
INSPECTIONS CONDUCTED

LONG BEACH POLICE
DEPARTMENT'S QUALITY OF LIFE
TEAMS MADE **898 CONTACTS**
WITH INDIVIDUALS EXPERIENCING
HOMELESSNESS

The Health Department received a \$306,666 grant from the California Governor's Office of Emergency Services to provide services for victims of human trafficking

Long Beach Airport hosted a full-scale training exercise; the triennial disaster exercise tested Airport response in the event of a mass casualty emergency

Held two community forums on trauma informed approaches to provide enhanced services in conjunction with faith-based organizations, with more than 100 representatives from various sectors participating

The "Be S.A.F.E." (Summer Activities in a Friendly Environment) program extended supervision hours and providing programming at 11 parks during the evening and employed neighborhood youth



Fifth annual Ready Long Beach Community Preparedness Expo

08 NEW DEVELOPMENT

While preserving historic districts and landmarks, the City is booming with new developments that are attracting new economic opportunities, benefiting the community and business investors

Issued 12,495 building permits with total construction valuation of \$506 million

Responded to 38,000 phone calls on the Permit Center Help Desk line, and 10,000 phone calls on the Zoning Information line

Processed 340 discretionary applications/entitlements, including Conditional and Administrative Use Permits, Site Plan Reviews (SPR), Standards Variances, and Certificates of Appropriateness.

Issued 525 Certificates of Appropriateness for properties within historic districts; awarded 20 Mills Act contracts to rehabilitate historic landmark properties

PROJECTS COMPLETED

Huxton, 40 residential townhomes (227 Elm Ave.)

Regency Palms, adaptive reuse of designated landmark building with 49 residential units for senior assisted living (117 E. 8th St.)

Pacific Pointe East (in Douglas Park), three industrial buildings 482,838 sq. ft. (4350 Conant St.)

The Terminal (in Douglas Park), four two-story office buildings, featuring up to 40 commercial condominium units (3738 Bayer Ave.)

Long Beach Exchange (in Douglas Park), a 26-acre shopping center to consist of 266,049 square feet of commercial floor space and six anchor tenant spaces, including a 16,800-square-foot open air hanger structure with boutique food and drink spaces

PROJECTS UNDER CONSTRUCTION

Aquarium of the Pacific, Pacific Visions wing, a two-story, 29,000-square-foot project expansion project

Four-story, 36-unit condo project built above 10,000-square-foot commercial space with two levels of parking (1570-1598 Long Beach Blvd.)

2nd + PCH, commercial project consisting of 244,000 square feet of retail/restaurant space (6400 E. Pacific Coast Hwy.)

442 Residences, 94 residential units and retail space (442 W. Ocean Blvd.)



The Alamitos, 136 residential units and retail/restaurant space (101 Alamitos Ave.)

AMLI Park Broadway, 220 new residential units and commercial lease space (245 W. Broadway)

Dorado, 40 single-family homes (3655 Norwalk Blvd.)

Pacific-Pine, two-building, eight-story mixed-use residential project with commercial space (635 Pine Ave./636 Pacific Ave.)

Pacific Pointe Northwest (in Douglas Park), 390,000 square-foot light industrial project, consisting of four buildings (3550 Carson/3881 McGowen/3861 & 4001 Lakewood Blvd.)

The Linden, 49 residential units (434 E. 4th St.)

Oceanaire, 216 residential units (150 W. Ocean Blvd.)

The Pacific, 163 residential units (230 W. 3rd St.)

Riverwalk, a planned community with 131 single-family homes (4747 Daisy Ave.)

Sonata Modern Flats, 113 residential units (207 Seaside Way)

Staybridge Suites, a six-story hotel with 125 rooms to replace existing two-story hotel with 50 rooms (2640 N. Lakewood Blvd.)

Mental Health America (MHA) Center, adaptive reuse for medical and psychiatric healthcare center for individuals with mental illness experiencing homelessness (1955-1965 Long Beach Blvd.)

Ocean View Tower, an adaptive reuse of the former Verizon Building with 94 residential units and retail space (200 W. Ocean Blvd.)

The Place, 20 residential units and commercial space (495 The Promenade North)

Shoreline Gateway East Tower (Current Phase II), a 35-story building, and the City's tallest building, with 315 residential units and retail/restaurant space (777 Ocean Blvd.)

APPROVED ENTITLEMENTS

Seven-story mixed-use development with 158 condominiums and commercial space (507 N. Pacific Ave.)

Eight-story mixed-use project adjacent to the Metro Blue Line with commercial space (1101-1157 Long Beach Blvd.)

Seven-story, 97-unit residential project (1112 Locust Ave.)

Aster, eight-story mixed-use development consisting of 218 apartments and commercial space (125 Long Beach Blvd)

The Breakers, 185-room adaptive reuse hotel with restaurant and meeting spaces (210 E. Ocean Blvd.)

Inkwell, eight-story mixed-use project consisting of 189 apartments with 10,000 square feet of commercial space (127-139 E. Broadway)

The Uptown, remodel of Harding Plaza consisting of four new buildings, a communal dining patio, and expanded retail space (6141-6191 Atlantic Ave.)

Salvation Army Campus, addition of a youth soccer field and gymnasium (3012 Long Beach Blvd.)

Uptown Commons, a 12,578-square-foot retail development (6600 Atlantic Ave.)

PLANNING INITIATIVES

Continued to develop the Boeing C-17 Site Transition/ Globemaster Corridor Specific Plan, with completion and adoption anticipated in 2019

Completed full evaluation of Conditional Use Permit (CUP) processes, and drafted updates to the regulations, which were approved and lowered CUP costs for many applicants

Completed the PlaceType and Height maps for the Land Use and Urban Design Element, a significant milestone in the decade-long journey to update the City's General Plan. The associated Program Environmental Impact Report (EIR) will be released in 2019.

Completed Historic District Design Guidelines in 17 of 19 historic districts to capture the unique characteristics of specific historic districts

Received approval for the Los Cerritos Wetlands Oil Consolidation and Wetlands Restoration project, which will restore the historic Los Cerritos Wetlands while consolidating oil operations into non-environmentally-sensitive areas

Continued to update the City's Noise Element, with completion and adoption anticipated in 2019

Developed a Short-Term Rental (STR) Ordinance, establishing a framework for operating STRs within the city

Reached settlements in all outstanding litigation regarding Southeast Area Specific Plan (SEASP). The Plan will bring new mixed-use communities to Southeast Long Beach while restoring wetlands and enhancing bicycle, pedestrian, boating and vehicular transportation

ISSUED 12,495 BUILDING PERMITS WITH TOTAL CONSTRUCTION VALUATION OF \$506 MILLION

**COVER: AQUARIUM OF
THE PACIFIC, PACIFIC
VISIONS WING, A TWO-
STORY, 29,000-SQUARE-
FOOT PROJECT WITH A
STATE-OF-THE ART
300-PERSON
INTERACTIVE THEATER
AND 6,000-SQUARE-
FOOT LIVE ANIMAL
EXHIBIT GALLERY**

12 HOUSING

From the construction of quality affordable housing complexes to rental subsidy programs, the City works to improve the quality of life for all residents

Resolved 5,672 Proactive Rental Housing Inspection Program (PRHIP) code enforcement cases to improve our housing stock and maintain livability

Secured nearly \$15 million in Federal, State, and County funding to provide outreach, transitional and permanent housing, support services and other programming for those experiencing homelessness

1,035 individuals experiencing homelessness were provided permanent housing, 334 of which are veterans

Received funding for 100 more vouchers to house our veterans experiencing homelessness, through the Veterans Affairs Supportive Housing (VASH) Program, bringing the total to 800 VASH vouchers

Monitored affordability covenants on 3,220 assisted rental units, 322 second mortgage loans, 304 single-family rehabilitation loans, and 92 mobile home rehabilitation loans

704 properties have been registered into the City's Foreclosure Registry Program

Awarded \$13 million in new State and County funding to purchase a year-round homeless shelter and storage facility

Housed 618 newly admitted participants to rental subsidy programs, 372 of whom were homeless at admission, for a total over 6,600 subsidized households

\$15M

**SECURED NEARLY
\$15 MILLION IN
FEDERAL, STATE, AND
COUNTY FUNDING TO
PROVIDE OUTREACH,
TRANSITIONAL
AND PERMANENT
HOUSING, SUPPORT
SERVICES AND OTHER
PROGRAMMING FOR
THOSE EXPERIENCING
HOMELESSNESS**



Clarke Estates



The Spark at Midtown

LOW-INCOME/AFFORDABLE HOUSING PROJECTS

The Beacon, 161 residential units for low-income seniors and veterans at risk of homelessness (1201-1235 Long Beach Blvd.) – Under Construction

The Spark at Midtown, 94 affordable units for families and households experiencing homelessness, and 12,000 square feet of commercial space, including a new 5,150-square-foot YMCA facility (1900 Long Beach Blvd.) – Funding Assembled

Clarke Estates/Habitat for Humanity of Greater Los Angeles, four single-family homes for low-income homebuyers (1950-1960 Henderson Ave.) – Completed

Beachwood Apartments, rehabilitation of 44 affordable units for lower-income families with assisted-living needs (475 W. 5th St. and 505 W. 6th St.) – Under Construction

Vistas del Puerto, 47 affordable apartments for families and households experiencing homelessness (1836-1852 Locust Ave.) – Under Construction

10 for-sale townhomes for first-time homebuyers (116 W. 14th St.) – Entitled



Las Ventanas Apartments

Las Ventanas Apartments, 101 affordable units for families and households experiencing homelessness, and 4,000 square feet of commercial space (1795 Long Beach Blvd.) – Funding Assembled

Disposition and Development Agreement with Habitat for Humanity for the construction of 10 condominium homes (116 West 14th St., 124 W. 14th St., 1348 Pacific Ave., and 1339-1347 Pine Avenue.)

Affordable Housing Loan Agreement with Home Ownership for Personal Empowerment (HOPE), and provided nearly \$1.3 million for the acquisition and development of affordable housing units for individuals with developmental disabilities (2800 Baltic Ave., 1402 E. Washington St., and 116 Redondo Ave.)

Exclusive Negotiating Agreement with LINC Housing for development of 40 affordable apartments for households experiencing homelessness (469 W. 17th St., 1720-1770 Magnolia Ave. and 469 W. PCH.)

Homeless Incentives Program (HIP) provided over \$189,000 to owners and vendors to house 62 families experiencing homelessness between March and September 2018

5,672

**PROACTIVE HOUSING CODE
ENFORCEMENT CASES
RESOLVED**

1,035

**INDIVIDUALS EXPERIENCING
HOMELESSNESS WERE PROVIDED
PERMANENT HOUSING, 334 OF
WHOM ARE VETERANS**

14 INNOVATION & EFFICIENCY

Long Beach systems and programs continue to evolve year over year to improve responsiveness and provide quality service to a diverse community

Launched the Office of Civic Innovation to serve as in-house consultants to City departments and together co-create effective approaches that address the most pressing issues

Launched Justice Lab to provide new tools to first responders to divert residents in need out of the criminal justice system and toward much-needed resources like treatment and care

Installed 52 new traffic signal controllers along the Metro Blue Line light rail corridor to improve both train travel times and vehicle transit times by up to ten minutes

Selected as one of five new cities to participate in Bloomberg Philanthropies' national What Works Cities initiative

Implemented the Long Beach Disaster Relief Fund in collaboration with the Long Beach Community Foundation to provide an opportunity for Long Beach residents and businesses to contribute to local recovery efforts

Launched the LIMITLESS Long Beach campaign to entice investors and developers to the City of Long Beach, through traditional print media, online banners, a new dedicated LIMITLESS web page, and eNewsletter

Upgraded the City's bid management system to incorporate a more accurate and specific categorization of registered businesses and needed goods and services to support better matching of businesses to City procurements

Increased provision of same-day gas service orders made possible by improvements to automated scheduling functions within the Mobile Workforce Management software

**LAUNCHED JUSTICE
LAB TO PROVIDE
NEW TOOLS TO
FIRST RESPONDERS
TO DIVERT RESIDENTS
IN NEED OUT OF THE
CRIMINAL JUSTICE
SYSTEM AND TOWARD
MUCH-NEEDED
RESOURCES LIKE
TREATMENT AND CARE**

Implemented the Wireless Emergency Alert (WEA) messaging system, which will allow the City to send emergency messages to residents and visitors within targeted areas across multiple communications platforms and mobile/cellular devices

Park Maintenance staff developed a new process for resurfacing sports courts that saves about 75% of the cost of an outside contractor to do the work

Engaged the FUSE Corps, a nonpartisan, nonprofit organization that enables local government to more effectively address the biggest challenges facing urban communities, to assist the City in preparing for the 2020 Census and to study and develop opportunities to increase economic inclusion

Developed a Veterinary Disease Reporting System for veterinarians to report communicable diseases in animals, to better monitor zoonotic diseases that could be transmitted to humans

Developed an online reporting system for foodborne illness complaints

Completed deployment of the AMI initiative, which has resulted in the installation of new smart gas meters for all 154,000 natural gas customers in Long Beach and Signal Hill

Long Beach Fire Department implemented an Electronic Patient Care Reporting System to replace the current manual paper process with a wireless/cellular application system

Fleet Services completed installation of a new fuel dispensing system with RFID-based technology that improves accuracy, strengthens control over fuel, and reduces labor

Created payroll debit card program to replace paper checks, providing employees with greater security and quicker access to their funds



Through research done by the Justice Lab, Long Beach police lieutenant, Jim Foster, reunites with Tiffany Hall, a former justice-involved resident who transformed her life

**INSTALLED 52 NEW
TRAFFIC SIGNAL
CONTROLLERS
ALONG THE METRO
BLUE LINE LIGHT
RAIL CORRIDOR
TO IMPROVE BOTH
TRAIN TRAVEL
TIMES AND VEHICLE
TRANSIT TIMES BY
UP TO TEN MINUTES**

16 TECHNOLOGY

As an innovative leader, the City of Long Beach is constantly finding sound, technological solutions to existing problems and modernizing performance systems along the way

Continued efforts to modernize the City's critical Financial and Human Resources systems, which currently utilize 1970's technology and practices, through the implementation of a new Enterprise Resource Planning system called LB COAST (Long Beach City Operations and Strategic Technologies)

Implemented a new bill payment system which waived credit card convenience fees for utility bill payments

Continued to expand the City's fiber optic network to improve connectivity to additional facilities

Upgraded telecom network connectivity at 17 facilities to 100Mbps, improving performance and reliability of Internet, Voice and Fire applications

Implemented a crime incident mapping application on DataLB that has made up-to-date crime activity information, occurring within the City, readily available for residents.

Completed the upgrade to the wireless network in all Long Beach Public Library locations to handle the increased patron demand and ensure better connectivity to resources and the Internet

Launched new parking operations website: www.parklb.com

Launched an augmented reality smartphone app for Willow Springs Park, which allows youth and families to assume the role of secret agents looking for geo-coded clues along the trail

CONTINUED EFFORTS TO MODERNIZE THE CITY'S CRITICAL FINANCIAL AND HUMAN RESOURCES SYSTEMS THROUGH THE IMPLEMENTATION OF A NEW ENTERPRISE RESOURCE PLANNING SYSTEM CALLED LB COAST



Emergency Dispatch and Communication Call Center

Implemented GIS-based applications that allow staff to operate more efficiently and effectively in the inspection of oil wells, identification of vacant tree well locations, identification of eligible parcels for cannabis businesses, location of opportunity zones, and location and status of proactive rental housing inspection violations

Implemented a new service management software system to automate key technology help desk support processes

Upgraded the City's Unified Communication Call Center, Phone and Voicemail System to bring systems to current revisions and enable new phone and soft-phone capabilities

Upgraded the City's Internet connection to improve service performance, enable cloud services, increase redundancy and reliability, and reduce operating costs

Continued to modernize and expand the citywide network camera system including deployments; more than 50 new cameras have been installed, while reducing the number of failed cameras from 29% to 14%

Implemented the Energy Resources Department's 'Soft-off' project, which allows staff to remotely disable services without requiring the deployment of field staff

Launched a public Request for Information (RFI) for partnerships in building a Citywide Fiber Network to interconnect city facilities and to establish a fiber backbone

IMPLEMENTED A NEW BILL PAYMENT SYSTEM WHICH WAIVED CREDIT CARD CONVENIENCE FEES FOR UTILITY BILL PAYMENTS

Upgraded the Long Beach Public Library Digital Archive to a new responsive platform with better searching and viewing capabilities

Improved the Go Long Beach application to allow for better tracking and more fluid and consistent flow to tickets

Enhanced or expanded WiFi at multiple City facilities

Upgraded the 9-1-1 emergency communications telephone system

Designed, procured, and implemented a wide variety of new technology systems in 19 project areas associated with the new Civic Center

Upgraded Environmental Service Bureau's phone system to improve customer service and reduce wait times by allowing callers to leave a callback number while keeping their spot in line

Park without the hassle

Hassle-free mobile parking payment
is now available with the
PassPort Parking Application!



18 ECONOMIC & WORKFORCE DEVELOPMENT

Guided by the Blueprint for Economic Development, Long Beach has expanded career assistance services, increased business partnership programs, and celebrated the lowest unemployment rate since 1990

Unemployment rate in Long Beach reached its lowest level since 1990 at 4.1%

Hosted more than 19,000 online sessions and created more than 13,000 new user accounts in BizPort, the City's digital ombudsman to help entrepreneurs easily navigate the steps to start, manage, and grow a business

Hawaiian Airlines launched service to Honolulu from Long Beach

Harbor Breeze Yacht Charters welcomed the Sir Winston, a 130-foot long dinner cruise yacht that can accommodate 500 passengers on multiple levels, to Rainbow Harbor

Provided 10 small business loans for a total of \$1,170,000

Launched Kiva Long Beach, a crowdfunded loan program that offers 0% interest, no fee loans to local entrepreneurs ranging from \$500 to \$10,000; nine loans totaling \$77,000 were funded

Carnival Cruise Line celebrated its official grand reopening of the Long Beach Cruise Terminal renovation and expansion, utilizing the entire space of the geodesic dome next to the Queen Mary

As a result of the efforts of Special Events and Filming staff, over 75% of television productions return to the City of Long Beach for their production needs; continuing this trend, the City attracted toptier television shows that film in Long Beach on a regular basis, such as *The Guest Book*, *Lodge 49*, *Jane the Virgin*, *Lethal Weapon*, *Malibu Rescue*, *Arrested Development*, *NCIS: LA*, *A.P. Bio*, *Grand Hotel*, *911*, and *Animal Kingdom*. Other television shows such as *Dirty John*, *Brooklyn NineNine*, *For All Mankind*, *Atypical*, *Battlebots*, *Stuck in the Middle*, *Drunk History*, *All American*, *Little Women*, *LA*, *Lucifer*, *S.W.A.T.*, and, *This is Us* also use Long Beach as one of their favorite backdrops



Sir Winston, a 130-foot-long dinner cruise yacht, arrives in Rainbow Harbor

HOSTED MORE THAN 19,000 ONLINE SESSIONS AND CREATED MORE THAN 13,000 NEW USER ACCOUNTS IN BIZPORT, THE CITY'S DIGITAL OMBUDSMAN, TO HELP ENTREPRENEURS EASILY NAVIGATE THE STEPS TO START, MANAGE, AND GROW A BUSINESS

Long Beach welcomed the following feature films: *Bumblebee*, featuring Hailee Stanfield and Justin Theroux; *Peppermint*, starring Jennifer Garner; *Once Upon a Time in Hollywood*, featuring Leonardo DiCaprio, Margot Robbie, and Brad Pitt; and, *Ford vs. Ferrari*, featuring Matt Damon and Christian Bale

More than 4,600 adults and youths received career counseling, job search assistance, and occupational training through the Pacific Gateway Workforce Innovation Network

Transient Occupancy Tax Revenue increased 8% over 2017, reflecting an increase in tourism and convention attendance

Coordinated the "Everyone In" Economic Inclusion Initiative, which included the Listening Tour and Equity Summit plans; the City engaged more than 100 community members from diverse backgrounds through equity-based focus groups called "community conversations" where 12 solutions were developed to help improve economic opportunity for everyone

Released a request for proposals (RFP) for aeronautical business development on five parcels, ranging from 128,000 to 487,000 sq. ft., formerly associated with the production of the Boeing C-17; potential developers may submit proposals for one, multiple or all parcels of land

633 clients were served at the Small Business Development Center in partnership with the City of Long Beach and Long Beach City College

Opened a new flagship career center as a national model, and introduced new partnerships and services to Long Beach residents

Began construction on the Shaun Lumachi Innovation Center, which will create a new downtown learning and working center for business workers and entrepreneurs

Implemented youth banking and financial literacy efforts through a partnership with Lemando, a social enterprise providing affordable financial services to underbanked individuals, and the creation of an online platform highlighting key financial literacy tools and resources



Filming of *Malibu Rescue* in Long Beach

2,030

ISSUED 2,030 NEW BUSINESS LICENSES

Partnered with CSULB, Centro CHA, and several other community-based organizations to develop an Economic Profile of the Latino Community, with the goal of raising awareness of economic challenges and opportunities facing Latinos in Long Beach

Developed a Business Corridor Improvement Pilot Program to offer no-cost façade improvements to individual property owners, or to complete public right-of-way improvements within identified business corridors

Partnered with California State University, Long Beach to advance its Long Beach Promise Fellowship program, which aims to connect a cohort of local college students with work experience in their chosen fields, at a local business

Initiated the Economic Development Commission Champion Initiative to promote and further the recommendations outlined in the 10-year Economic Development Blueprint

Completed the Start It Up pilot program, a mobile-based mentor program for entrepreneurs, with close to 20 percent of participants launching or growing their business; an additional 100 entrepreneurs will complete the program in 2018 and another 200 will complete the program in 2019

Launched an Opportunity Zones website to inform potential investors and developers of the benefits of doing business in the City of Long Beach in these newly designated zones

Issued 2,030 new Business Licenses, five new Entertainment Permits, 2,027 One-Time Permits (Special Event Vendors, temporary sales, and garage sales), and 777 Alarm Permits

37 cannabis licenses have been issued at a total of 23 facilities

UNEMPLOYMENT RATE IN LONG BEACH REACHED ITS LOWEST LEVEL SINCE 1990 AT 4.1%



22 INFRASTRUCTURE

Safe, strong and sustainable infrastructure is a priority in Long Beach; the City continues to make major investments in street, curb and traffic sign improvements as well as upgrades to City buildings and assets to ensure Americans with Disabilities Act-compliance

Construction continues on schedule for the new Civic Center, which includes:

- 11-story, 247,000-square-foot City Hall building
- 11-story, 238,300-square-foot Port Building
- 93,700-square-foot Main Library
- 73,000-square-foot Civic Plaza with subterranean parking structure

Oversaw major upgrades to the Queen Mary addressing aesthetic, safety, access and other restoration needs

Completed a \$14.5 million reconstruction project of Runway 8R-26L at Long Beach Airport and the redesignation of two runways to account for natural shifts in the earth's magnetic field

Awarded a design-build contract for the \$58.8 million Long Beach Airport Terminal Area Improvements Project Phase II

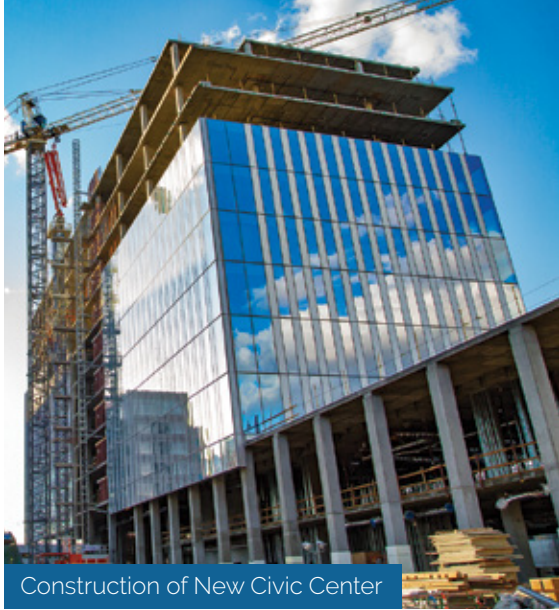
Completed the implementation of the new Terrace Plaza Fountain light and water show, in partnership with SMG, the City's operator for the Long Beach Convention and Entertainment Center

Replaced 3,800 traffic signs and 350 street name signs

Repainted 11.6 linear miles of curb and restriped 18 miles of lane lines

Installed, replaced, or re-lined 26,000 feet of sanitary sewer main pipelines

Constructed 950 American with Disabilities Act (ADA) access curb ramps as a part of ADA Access Ramp Response Program



Replaced 38,000 feet of natural gas distribution main pipeline and 650 service pipelines

Added 110 new parking stalls on 1st Street and 2nd Street in Alamitos Beach

Completed the 2.5-mile 6th Street Bike Boulevard, including 12 traffic circles and one roundabout

Completed the 9.5-mile Daisy Bicycle Boulevard, featuring 10 traffic circles, four roundabouts and one traffic signal

OVERSAW MAJOR UPGRADES TO THE QUEEN MARY ADDRESSING AESTHETIC, SAFETY, ACCESS, AND OTHER RESTORATION NEEDS

LOCAL STREETS RESURFACED

(TOTALING 124 LANE MILES)

- 10th Pl. from South terminus to E. Ocean Blvd.
- 2nd Pl. from South terminus to E. Ocean Blvd.
- 2nd St. from Falcon Ave. to Junipero Ave.
- 55th St. from Long Beach Blvd. to Dairy Ave.
- 57th St. from Dairy Ave. to Linden Ave.
- 60th St. from John Ave. to Cherry Ave.
- 61st St. from Gundry Ave. to Walnut Ave.
- 65th St. from Indiana Ave. to Downey Ave.
- 6th St. from St. Louis Ave. to Dawson Ave.
- 6th St. from Park Ave. to Manila Ave.
- Aivlis St. from Roxanne Ave. to east terminus
- Angelo Wk. from E/W alley east of Savona Wk. to Appian Wy.
- Appian Wy service rd. from The Toledo to southeast end
- Argonne Ave. from Livingston Dr. to E. Broadway
- Banner Dr. from Orange Ave. to E. San Antonio Dr.
- Belen St. from Senasac Ave. to Snowden Ave.
- Belmont Ave. from E. 7th St. to north end
- Brayton Ave. from E. 52nd St. to northwest terminus
- Burlinghall Dr. from California Ave. to Cerritos Ave.
- Campo Dr. from Campo Wk. to 2nd St.
- Cedar Ave. from W. Bixby Rd. to Pacific Ave.
- Centralia St. from Lakewood Blvd. to Whitewood Ave.
- Cerritos Ave. from 55th St. to South St.
- Cerritos Ave. from E. Broadway to E. 3rd St.
- Chestnut Ave. from Country Club Dr. to W. Bixby Rd.
- Chestnut Ave. from 55th St. to Deforest Ave.
- College Park Dr. from access rd. to east end
- Country Club Dr. from Cedar Ave. to W. Bixby Rd.
- Country Club Dr. from W. Bixby Rd. to W. San Antonio Dr.
- Cummings St. from Harbor Ave. to west terminus
- Daroca Ave. from Vista St. to Margo Ave.
- Del Mar Ave. from Los Cerritos Park Pl. to W. San Antonio Dr.
- Del Mar Ave. from W. San Antonio Dr. to north end



- Driscoll St. from Josie Ave. to east end
- E. 11th St. from Olive Ave. to Martin Luther King, Jr. Ave.
- E. 11th St. from Atlantic Ave. to Olive Ave.
- E. 15th St. from Long Beach Blvd. to Atlantic Ave.
- E. 15th St. from E. 15th St. to north end
- E. 15th St. from Alamitos Ave. to Orange Ave.
- E. 16th St. from Elm Ave. to Atlantic Ave.
- E. 16th St. from Walnut Ave. to Gaviota Ave.
- E. 17th St. from Long Beach Blvd. to Atlantic Ave.
- E. 3rd St. from Appian Wy to northeast end
- E. 52nd St. from Orange Ave. to northeast terminus
- E. 6th St. from E. 6th St. to Silvera Ave.
- E. Atherton St. north service road. from Hacket Ave. to Knoxville Ave.
- E. Eagle St. from Tulane Ave. to Terraine Ave.
- E. Esther St. from Orange Ave. to Gundry Ave.
- E. Hill St. from Pacific Ave. to Long Beach Blvd.
- E. Louise St. from Long Beach Blvd. to Cedar Ave.
- Earl Ave. from E. 25th St. to E. Willow St.
- El Paseo Ct. from Conquista Ave. to northeast end
- El Paseo St. from Roxanne Ave. to east end
- Elm Ave. from Harding St. to north terminus
- Eucalyptus Ave. from W. Spring St. to W. 31st St.
- Eucalyptus Ave. from W. 29th St. to W. Spring St.
- Fairbrook St. from Studebaker Rd. east service road to Roxanne Ave.
- Falcon Ave. from E. 52nd St. to northwest terminus
- Faust Ave. from Marita St. to north end
- Flint Ave. from Eliot St. to Talavera Ave.
- Forbes Way from west end to Via Oro Ave.
- Fuego St. from Harbor Ave. to Gale Ave.
- Gale Ave. from W. 16th St. to W. 17th St.
- Gale Ave. from W. 19th St. to W. 21st St.

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LOCAL STREETS RESURFACED (CONTINUED)

(TOTALING 124 LANE MILES)

- Gale Ave. from W. 21st St. to W. 25th St.
- Gale Ave. from E. Artesia Blvd. to Cummings St.
- Gardenia Ave. from 59th St. to 61st St.
- Gaviota Ave. from 59th St. to 61st St.
- Glendora Ave. from 2nd St. to The Toledo
- Golden Ave. from W. 32nd St. to 34th St.
- Golden Ave. from W. Wardlow Rd. north service road to Countryside Ln.
- Golden Shore from Aquarium Rd. to access road
- Greenbrier Rd. from E. 28th St. to E. Canton St.
- Gundry Ave. from E. Esther St. to E. Pacific Coast Hwy.
- Halbrite Ave. from southwest terminus to Woodson St.
- Harbor Ave. from E. Artesia Blvd. to north terminus
- Hazelbrook Ave. from Harvey Wy. to Arbor Rd.
- Hungerford St. from John Ave. to Cherry Ave.
- Iroquois Ave. from El Roble St. to Atherton St.
- Kennebec Ave. from E. Broadway to E. 3rd St.
- La Vere Dr. from W. Willow St. to Santa Fe Ave.
- Ladoga Ave. from Vuelta Grande Ave. to E. Willow St. south service road
- Las Lomas St. from Ramillo Ave. to Los Altos Ave.
- Lave. Ave. from Los Santos Dr. to Britton Dr.
- Lime Ave. from 60th St. to 61st St.
- Lime Ave. from 59th St. to 60th St.
- Lime Ave. from 61st St. to Janice Dr.
- Lime Ave. from E. Artesia Blvd. to 67th St.
- Lindero Ave. from E. Ocean Blvd. to E. Broadway
- Locust Ave. from E. Roosevelt Rd. to E. San Antonio Dr.
- Los Altos Ave. from Las Lomas St. to El Parque St.
- Los Cerritos Park Pl. from Del Mar Ave. to Country Club Dr.
- Los Coyotes Diagonal west service road from E. Wardlow Rd. to Palo Verde Ave. west service road
- Lowe St. from Arlotte Ave. to Val Verde Ave.
- Maine Ave. from W. 7th St. to W. 10th St.
- Maine Ave. from W. 29th St. to W. 31st St.
- Maine Ave. from W. Wardlow Rd. north service road to 39th St.
- Marcellus St. from California Ave. to Cerritos Dr.
- Margo Ave. from E. 5th St. to E. 6th St.

- Marwick Ave. from Conant St. to Hanbury St.
- McNab Ave. from E. Spring St. to Shadypark Dr.
- Metz St. from Los Coyotes Diag. to Palo Verde Ave.
- Mira Mar Ave. from E. Anaheim St. to Wehrle St.
- Molino Ave. from E. Ocean Blvd. to E. Broadway
- Montair Ave. from Abbeyfield St. to Stearns St.
- Muriel Ave. from E. Artesia Blvd. to north terminus
- Myrtle Ave. from Cartagena St. to Claiborne Dr.
- Neapolitan Ln. W. from Treasure Island Dr. to The Toledo
- Nieto Ave. from E. Broadway to Appian Wy.
- Oakbrook St. from Lomina Ave. to Foreman Ave.
- Obispo Ave. from 67th St. to E. 68th St.
- Olive Ave. from E. Hill St. to E. Burnett St.
- Orange Ave. from E. 15th St. to E. 16th St.
- Orizaba Ave. from south terminus to 63rd St.
- Park Ave. from Park Ave. to E. 10th St.
- Park Ave. from E. 23rd St. to Vernon St.
- Parkcrest St. from Greenbrier Rd. to Charlemagne Ave.
- Quincy Ave. from E. Burnett St. to Vernon St.
- Rose Ave. from South St. to 59th St.
- Rosebay St. from Shadypark Dr. to Tevis Ave.
- Roxanne Ave. from Los Santos Dr. to El Paseo St.
- Roycroft Ave. from E. 23rd St. to Vernon St.
- San Cataldo Ave. from northwest end to Roxanne Ave.
- San Marco Dr. from alley east of Attica Dr. to Appian Wy.
- Shadypark Dr. from Rosebay St. to Metz St.
- St. Joseph Ave. from 6th St. to north end
- St. Louis Ave. from E. 4th St. to E. 8th St.
- Stearnlee Ave. from Conant St. to Parkcrest St.
- Stearns St. north service road from Albury Ave. to alley east of Conquista Ave.
- Stearns St. south service road from Snowden Ave. to alley east of Tevis Ave.
- Stevely Ave. from Anaheim Rd. to El Cedral St.
- Syracuse Wk. from alley east of Cordova Wk. to Appian Wy.
- Taylor St. from Harbor Ave. to Gale Ave.
- Terraine Ave. from southeast terminus to E. Eagle St.
- Tevis Ave. from E. Wardlow Rd. to Canehill Ave.

- Val Verde Ave. from Lowe St. to Rosina St.
- Vermont St. from Silvera Ave. to east end
- Vernon St. from Ximeno Ave. to Clark Ave.
- Via di Roma Wk. from Corso di Napoli to Syracuse Wk.
- Village Rd. from Charlemagne Ave. to Viking Wy.
- Virginia Rd. from E. Roosevelt Rd. to Randolph Pl.
- Volk Ave. from Los Santos Dr. to north end
- Vuelta Frande Ave. from Atherton St. to Hidden Ln.
- Vuelta Grande Ave. from southeast terminus to Wentworth St.
- W. 19th St. from Magnolia Ave. to Henderson Ave.
- W. 14th St. from West end to Hayes Ave.
- W. 17th St. from Daisy Ave. to Magnolia Ave.
- W. 19th St. from Santa Fe Ave. to Canal Ave.
- W. 23rd St. from Easy Ave. to east end
- W. 32nd St. from Delta Ave. to east end
- W. 35th St. from Maine Ave. to Magnolia Ave.
- W. 37th St. from Maine Ave. to East end
- W. 5th St. from Golden Ave. to Pacific Ave.
- W. Esther St. from west end to Oregon Ave.
- W. Esther St. from Daisy Ave. to Magnolia Ave.
- W. Hill St. from Magnolia Ave. to Pacific Ave.
- W. Pleasant St. from Pacific Ave. to Long Beach Blvd.
- W. San Antonio Dr. from Del Mar Ave. to Country Club Dr.
- W. San Antonio Dr. from Pacific Ave. and Stewart Wy. to Locust Ave.
- W. Wardlow Rd. north service road from Golden Ave. to Magnolia Ave.
- Walnut Ave. from E. 52nd St. to E. 53rd St.
- Wisconsin Ave. from E. Broadway to E. 3rd St.
- Woodson St. from Monica Ave. to Cortner Ave.
- Ximeno Ave. from South end to Outer Traffic Circle
- Zandia Ave. from E. Burnett St. to Vernon St.

- Major and Secondary Streets Resurfaced (Totaling 15 Lane Miles):**
- Atherton St. from Outer Traffic Circle to Clark Ave.
 - Bellflower Blvd. from Pacific Coast Hwy. to Atherton St.
 - Bellflower Blvd. from Loynes Dr. to Pacific Coast Hwy.
 - Ximeno Ave. from Atherton St. to Los Coyotes Diag.

- Bike Lanes and Sharrows Completed (Totaling 11.4 Miles):**
- 6th Street from Junipero Ave. to Bellflower Blvd. (Sharrow)
 - Atherton St. from Outer Traffic Circle to Clark Ave. (Bike Lane)
 - Atlantic Ave. from San Antonio Dr. to 52nd St. (Bike Lane)
 - Bellflower Blvd. from Atherton St. to Loynes Dr. (Bike Lane)
 - Daisy Ave. from Broadway to Loma Ave. (Sharrow)
 - Daisy Ave. from 20th St to Spring St. (Sharrow)
 - Linden Ave. from Harding St. to 52nd St. (Bike Lane/ Sharrow)
 - Linden Ave. from Bixby Rd. to San Antonio Dr. (Bike Lane/ Sharrow)
 - Magnolia Ave from Loma Vista Dr. to 20th St. (Sharrow)
 - Myrtle Ave. from Harding St. to 70th St. (Sharrow)
 - Ximeno Ave. from Atherton St. to Los Coyotes Diag. (Bike Lane)

Transitioned new parking operator to manage 29 City-owned and operated assets totaling 11,000 parking stalls

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PARKS & OPEN SPACE

Long Beach Parks have increased in national ranking year after year as restoration and new construction projects continue; park playgrounds, artificial turf fields, and green space are designed with the community and the environment in mind. The City understands that providing open space increases quality of life for residents, young and old

PROJECTS COMPLETED

Admiral Kidd Park soccer field (artificial turf)

Drake/Chavez Greenbelt, 57 acres including soccer field (artificial turf), natural turf field, passive park areas, pedestrian walking trail, and links to the L.A. River Bike Path

DeForest Wetlands, 39 acres of urban green space and native habitat

Molina Park, 3.3 acres along the Los Angeles River near Del Amo Blvd.

Drake Park soccer field (artificial turf)

Red Car Greenway, 3.66 acres including a walking path and native landscaping

Houghton Park Community Center design

North Long Beach Open Space Plan

Alamitos Bay Marina, Basins 3 and 6, providing 718 slips

Granada Beach parking lot rehabilitation, adding 100 more spaces

Improvements at 14th Street, Silverado, and Admiral Kidd Parks

Willow Springs Park California Trailhead



Children playing on the new Los Cerritos Park playground slide

Improvements at the 4th Street Senior Center and the community centers at Drake, Cesar Chavez, Veterans, and El Dorado Parks

Marina Vista Park restroom upgrade

Park restroom upgrades at Colorado Lagoon and MacArthur and El Dorado Parks

Playground replacements at Jackson, Los Cerritos, Drake, Veterans, and Whaley Parks

Irrigation upgrades at Stearns and Heartwell Parks

Harvey Milk Equality Plaza improvements

Bayshore Area improvement including Leeway Sailing Center and concession stand repairs, a rebuild of swim dock and pier, and a new aquatic playground

PROJECTS UNDER CONSTRUCTION OR IN DEVELOPMENT

Houghton Park Community Center, a 6,450-square-foot building that will surround historical parts of the current building, a gymnasium, restorations to the historical building, two large multipurpose rooms, restrooms, a reception room, outside restrooms, and a renovated parking lot

14th Street Park Expansion, an eastern gateway to the park on Long Beach Blvd.

Stearns Champions Park Community Center roof replacement

Davenport Park Phase II

Heartwell Park irrigation replacement

Drake Park Community Center rehabilitation

Peace Park playground replacement

El Dorado Park Restroom rehabilitation

Pan American Park improvements

Bixby Park Community Center rehabilitation

Alamitos Beach, Granada Beach, and Junipero Beach Concession Stands

Rainbow Harbor Aquarium Wave Fountain rehabilitation

Naples seawall replacement, phase 2

Belmont Pier revitalization

Rainbow Lagoon re-visioning



Unveiling Of The Equality Plaza Honor Wall At Harvey Milk Promenade Park

PLAYGROUND
REPLACEMENTS
AT JACKSON,
LOS CERRITOS,
DRAKE, VETERANS,
AND WHALEY PARKS

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FINANCIAL MATTERS

The City of Long Beach manages cash flow, grant revenues and overall budget with high responsibility and transparency; every dollar that is spent benefits the community

Long Beach residents' average total monthly water and sewer bills continue to be the lowest among the seven largest cities in California

Received more than \$174 million in grant revenues from Federal, State, regional and non-governmental resources

Managed over \$4.9 billion in cash flows

Prepared for, and responded to, more than 180 audits from Federal, State, and regional agencies

Delivered a structurally balanced budget for the 12th consecutive year, as part of the City's strong financial practices

Maintained excellent (AA) bond ratings by Standard & Poors and Fitch agencies

Closed sales of 61 former redevelopment agency and City-owned properties, valued at over \$8.3 million

Negotiated a significant Los Angeles County discount to purchase Motorola APX radios, which will improve audio quality and security and will enable greater interoperability for day-to-day and emergency radio communications

Utility Services processed monthly utility bills for 165,000 customer accounts generating \$230 million in annual revenue

Increased year-over-year investment income to \$16.2 million from \$11.8 million, May 2018 from May 2017, respectively

Issued \$327 million of Harbor Revenue Refunding Bonds to re-finance the Harbor's Short-Term Notes, Series 2014C

Issued \$15.8 million in capital leases to finance public safety communications equipment

Administered over \$14 million of Homeland Security Grant Program (HSGP) funds for disaster preparedness training and equipment acquisition

Processed 60 Federal Emergency Management Agency reimbursement workbooks resulting in the receipt of over \$600,000 to date from the 2017 Winter Storm events

21,656 businesses are registered in the City's online bidder's database; a 6% increase from the previous year

Engaged in price-protection strategies to ensure natural gas customers are not unduly impacted by unforeseen seasonal price spikes

\$174M

RECEIVED MORE
THAN \$174 MILLION
IN GRANT REVENUES
FROM FEDERAL, STATE,
REGIONAL AND NON-
GOVERNMENTAL
RESOURCES

\$16.2M

INCREASED YEAR-OVER-
YEAR INVESTMENT
INCOME TO \$16.2 MILLION
FROM \$11.8 MILLION



LONG BEACH RESIDENTS' **AVERAGE TOTAL MONTHLY WATER AND SEWER BILLS** CONTINUE TO BE THE LOWEST AMONG THE SEVEN LARGEST CITIES IN CALIFORNIA.

30 HEALTHY COMMUNITIES

Healthy communities make a healthy city; several programs are implemented throughout the year, from flu vaccination clinics to assistance for those experiencing homelessness, in order to increase healthy living in the city



Kitty Hall volunteer with an Animal Care Services kitten

Launched the Citywide Early Childhood Education Strategic Plan for 2018 – 2023, a plan to improve access to early childhood education opportunities for all children in Long Beach

16,000 contacts with people experiencing homelessness

Opened the Long Beach Healthy Aging Center, joined the AARP's Network of Age-Friendly Communities, and launched the Age-Friendly Consortium

Established the STD/HIV hotline number for providers and community members (562-570-4321)

The Mayor's Animal Care Visioning Task Force began meeting to provide input on Animal Care Services operations and goals

Facilitated five Everyone Home Long Beach Task Force meetings, which convened 30 community leaders with the goal of establishing strategic approaches to ending homelessness in Long Beach

Approximately 35,000 people participated in the City's Open Streets events, "Beach Streets Uptown" and "Beach Streets Twilight," which promoted the pursuit and achievement of environmental, social, economic, and public health goals



Long Beach Father Friendly Initiative's Fatherhood program

16,000

**CONTACTS WITH
PEOPLE EXPERIENCING
HOMELESSNESS**

Long Beach Police Department conducted a Warrant Clearing event for non-violent offenses to address the numerous misdemeanor warrants currently in the system; a total of 99 warrants were cleared

Distributed 782 hepatitis A shots to prevent the outbreak among Southern California jurisdictions from coming to Long Beach

Walk and Roll Long Beach disseminated bike and pedestrian safety information to 1,500 community members, provided 200 bike helmets to low-income youth, distributed 600 bike lights, and promoted the 2nd Annual Long Beach Walk to School Week in March reaching 1,500 students

179 fathers and 300 children participated in the Life Coaching and Fundamentals of Fatherhood Program (LCFFP)

Launched 'Spare Change Changes Everything' campaign to support homeless services when travelers donate spare change at Long Beach Airport

22,281 patrons served in Family Learning Centers in City libraries

5,577 provided flu shots at the Health Department and 23 outreach clinics held throughout the city

11,171 patient visits in clinics provided by the Health and Human Services Department

The Tobacco Retail Enforcement Program (TREP) conducted more than 500 inspections and surveys to reduce the availability of tobacco products to persons under the age of 21

30 community, business and resident groups received outreach on disaster preparedness and communication from the Disaster Preparedness and Emergency Communications Department

Launched the KNOWMORE campaign due to the rising number of STDs and HIV in Long Beach; informational campaign posters were displayed at bus stops, inside buses, on the City website and at high schools, community events and other social gatherings throughout Long Beach

900 City staff and local or regional stakeholders participated in trainings or presentations on racial equity, implicit bias, and inclusive community engagement provided by the Office of Equity

In partnership with L.A. County and Star Behavioral Health, opened the Behavioral Health Urgent Care Center that provides 24-hour access to mental health services for adolescents and adults

Implemented a local Oral Health Program to improve oral health in Long Beach, with a focus on underserved areas and populations

Long Beach Water Department tested 43 K-12 public schools in the city for lead in drinking water

Medi-Cal/Covered CA Outreach Program provided health insurance application assistance to 1,412 individuals and reached over 5,000 individuals through outreach, education and technical assistance

Launched GreenlightLB to serve as a resource for information related to cannabis; engaged local dispensaries ensuring that 100% of open dispensaries display a "Cannabis in Long Beach: What's Legal and What's Safe" poster

Remediated 185 residential units serving low-income families from lead-based paint hazards

Public Health Nurses completed 465 home visits

Identified more than 1,100 mosquitoes for vector-borne disease surveillance and set approximately 150 mosquito traps at 25 mosquito surveillance sites

Received a \$938,740 grant from California Department of Public Health to reduce new HIV/STD infections, increase access to care, and improve health outcomes for people living with HIV

Inspected more than 300 pools and spas protecting residents and visitors from water-borne related illnesses; ocean and bay water samples are taken three to five times a week to ensure the water is safe for human contact and swimming

Distributed approximately 215,000 food vouchers to support healthy nutrition for growing families; food vouchers used at local grocers contributed \$13.4 million into the Long Beach economy



Residents cycling at Beach Streets Twilight

LAUNCHED THE CITYWIDE **EARLY CHILDHOOD EDUCATION STRATEGIC PLAN**, A PLAN TO IMPROVE ACCESS TO EARLY CHILDHOOD EDUCATION OPPORTUNITIES



34 COMMUNITY IMPROVEMENTS

Long Beach staff is hard at work to plant trees, remove debris, discourage illegal dumping, and empower the community; community improvement is at the heart of all City services

7,528 code enforcement cases resolved; 3,965 code enforcement cases opened

400 homeless encampment cleanups completed in public rights-of-way and City parks/open spaces

34 citations were issued for illegal garage conversions

Clean Teams collected more than 2,500 tons of litter and utilized over 14,720 court referral hours to assist in cleanups

Celebrated the 4,000th street tree planted as part of the "I Dig Long Beach – 10,000 Trees by 2022" initiative funded by the Port of Long Beach and CAL FIRE



City staff lending a hand at a neighborhood clean up, hosted by the Sunny Central Neighborhood Association



Long Beach's Clean Team collecting litter and debris off the streets



Graduates of the Neighborhood Leadership Program



Volunteers planting a tree at the "I Dig Long Beach-10,000 Trees by 2022" event

**CLEAN TEAMS
COLLECTED MORE
THAN 2,500 TONS
OF LITTER AND
UTILIZED OVER
14,720 COURT
REFERRAL HOURS TO
ASSIST IN CLEANUPS**

7,528

**CODE ENFORCEMENT
CASES RESOLVED**

31 residents graduated from the Neighborhood Leadership Program, bringing the total number of graduates to 720 graduates over 25 years

Collected 18,822 mattresses, approximately 48% of which were illegally dumped

82 residential property owners and 77 commercial property owners received rebates for exterior improvements

Collected 8,445 loads of household hazardous waste, 113 tons of e-waste, and 690 tires at monthly events

945 tons of debris removed from City streets and neighborhoods by 2,545 volunteers participating in 105 cleanup events sponsored by the Neighborhood Improvement Division

Nine storefronts (along Anaheim Street/Cherry Avenue corridor) received a major face-lift through Community Development Block Grant-funded Façade Improvement Project

3,965

**CODE ENFORCEMENT
CASES OPENED**

Implemented the Vacant Lot Monitoring Program to protect neighborhoods and commercial areas from becoming blighted due to a lack of adequate maintenance and security enforcement

Installed 15 neighborhood identification signs along East 7th Street, East 10th Street, Redondo Avenue, and Cherry Avenue in the Rose Park neighborhood

The Housing and Neighborhood Services Bureau facilitated 140 community meetings, resource fairs, neighborhood leadership training sessions, and organized nearly 100 neighborhood cleanup activities and 12 tree planting events

Started the initial phase of the Wayfinding Signage Program for major gateway entries, parking, and coastal access

Issued approximately 300 litter citations

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SUSTAINABILITY

As a green city, Long Beach is constantly finding new ways to increase water and energy efficiencies, while implementing programs that encourage sustainable habits

100% of the City's beaches received "A" and "B" grades for water quality in the summer months from Heal the Bay

Adopted a policy prohibiting single-use food and beverage containers made of expanded polystyrene (EPS) foam, rigid polystyrene #6, and non-recyclable and non-compostable material

54% of the City's fuel use in its vehicle fleet in 2018 was from renewable fuels

42% of the City's fleet is alternatively fueled

Long Beach residents generate 4.2 pounds/person/day of solid waste, well below the current state target mandate of 7.6 pounds/person/day

Waste-to-energy facility (SERRF) burned 360,000 tons of refuse and recycled 7,720 tons of metals that otherwise would have gone to landfills, while generating \$19 million in electricity sales

Entered into contract to procure 100% renewable natural gas (biofuel) to displace all compressed natural gas consumed by the City's refuse and sweeper fleet as well as all CNG-powered buses operated by Long Beach Transit.

1,400 tons of mulch diverted from landfills, with 350 tons delivered free of charge to Long Beach residents

Brought into service the Long Beach Fire Department's first "Pump Pod" that enhances water delivery and saves more than 1.8 million gallons of water used in firefighter training annually

100%

OF THE CITY'S BEACHES
RECEIVED "A" AND "B"
GRADES FOR WATER
QUALITY IN THE SUMMER
MONTHS FROM HEAL
THE BAY



Willow Springs Park



Resident biking along Belmont Shore coast

Presented to the public the much-anticipated six draft alternatives derived from the East San Pedro Bay Ecosystem Restoration Feasibility Study developed by the U.S. Army Corps of Engineers in collaboration with the City of Long Beach, federal agencies, other local governments, and key stakeholders

Discontinued the use of the weed killer Roundup in City parks

150,000 square feet of water-thirsty grass was removed through Long Beach Water Department's Lawn-to-Garden turf removal program

Established a new Green Business Certification and Recognition Program under the California Green Business Network and received a \$30,000 start-up grant to certify 15 businesses by March 2019

Restored 12 acres of seasonal wetland and coastal sage scrub restored at Willow Springs Park, including the refurbishment of a rainwater capture basin that could divert up to 10 acre feet of water per year to be filtered and reused on site

Long Beach Water Department supplied 835 million gallons of recycled water to offset the use of potable water for irrigation

26,120 tons of recyclable material and 1,500 gallons of motor oil collected

Installed 133 faucet aerators and 33 pre-rinse spray nozzles at the 39 certified Blue Restaurants, saving an estimated 16 million gallons of potable water over the lifetime of this equipment

ADOPTED A POLICY PROHIBITING
SINGLE-USE FOOD AND BEVERAGE
CONTAINERS MADE OF EXPANDED
POLYSTYRENE (EPS) FOAM,
RIGID POLYSTYRENE #6, AND
NON-RECYCLABLE AND NON-
COMPOSTABLE MATERIAL

3,400 pounds of debris removed from City beaches by 950 volunteers participating in Earth Day Beach Cleanup and Coastal Cleanup Day events

7,500 fourth, fifth and sixth grade Long Beach Unified School District students learned about water supply, efficiency and conservation through Long Beach Water Department's partnership with the Discovery Cube

Conducted public outreach on the Climate Action and Adaptation Plan, which will guide the City towards reducing emissions and adapting to changing climate conditions, including extreme heat and rising sea levels

Fleet Services created an interdepartmental Battery Electric Vehicle task force to guide the electrification of all possible City vehicles

Hosted five workshops to educate Long Beach home buyers and home owners on the benefits of energy efficiency and financing tools to realize these improvements, including the Energy Efficient Mortgage

38 OTHER GOOD THINGS

There is no shortage of amazing initiatives and events happening in Long Beach; the City is marching into the new year with many accomplishments to look back on

Provided toys and other gifts for more than 700 school children and 15 youth-based charities through the "Spark of Love" Toy Drive

The Animal Care Services Bureau (ACS) has seen a 7-year decline in live impounds and euthanasia, and a consistent increase in live release rate

89,400 Twitter followers, 35,410 Facebook Likes, and 8,992 Instagram followers of the City's main accounts, which equates to a 7.7% increase of Twitter followers from 2017, a 3.8% increase of Facebook Likes, and a 187.2% increase of Instagram followers

61 bicycles were refurbished and distributed to local non-profits through a "Recycle Your Bicycle" event hosted by the Public Works Department

The Parks, Recreation and Marine Department partnered with the Los Angeles Clippers, LA Kings, and Los Angeles Dodgers to enhance its youth sports league programs through skill enhancement clinics

Co-hosted the Inaugural Ranchos Walk, a 9.5-mile walk from Rancho Los Alamitos to Rancho Los Cerritos and created a digital guided tour for the 400 participants to learn about Long Beach history along the route

Fire Department Ambassadors visited 40 Long Beach Unified School District schools, dedicating more than 600 hours of their time to over 3,000 students

Approximately 15,000 people attended the 2018 Festival of Flight at Long Beach Airport

13,000 neighborhood newsletters and 108,000 other neighborhood documents were produced with assistance at the Neighborhood Resource Center



Veterans Resource Center at the Main Library

495,318

FOLLOWERS ON THE
CITY'S SOCIAL MEDIA
PAGES

THE ANIMAL CARE
SERVICES BUREAU
(ACS) HAS SEEN A
7-YEAR DECLINE
IN LIVE IMPOUNDS
AND EUTHANASIA,
AND A CONSISTENT
INCREASE IN LIVE
RELEASE RATE

Launched the Veterans Resource Center at the Main Library, which is staffed with trained volunteers and equipped with a dedicated computer for veteran resources, private study rooms, and a collection of materials of interest to veterans

Free summer swim for youth was provided at all City-operated pools, as well as Millikan, Jordan, and Cabrillo High School pools

Received a \$100,000 grant from the My Brother's Keeper (MBK) Alliance to hire an MBK Coordinator and launch the City's first MBK Youth Leadership Program, exposing 20 Long Beach youth to concepts of equity, violence prevention, and career pathways in public health

Opened "Reed's Corner" Dog Play Yard, a 500-square-foot area providing enrichment for dogs under the care of Animal Care Services to keep them from becoming overly stressed and to help make them more adoptable

The social hall at the Chavez Park Jenny Oropeza Community Center at Cesar Chavez Park was renamed the "Ruth Ricker Social Hall" in honor of former community leader and Senior Advisory Commissioner Ruth Ricker

31 young people participated in the 10-month-long Animal Care Services Youth Explorer Program, which incorporates curriculum on animal care and shelter management

348,437 El Dorado Nature Center visits, a 10% increase from the previous year

Launched "Cuentos y Cantos," a new bilingual storytime class at four libraries with stories and songs both in Spanish and English, providing exposure to a new language and culture for non-native speakers

Partnered with the Long Beach LGBTQ Center to provide Lesbian, Gay, Bisexual, Transgender, Queer-focused diversity and inclusion training for Human Resources Department staff

178 families and 534 children were provided with comprehensive case management through Family Preservation



2018 Festival of Flight



CITY OF LONG BEACH

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